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Date: September 28, 2009

/Stacey Bussey/

Stacey Bussey

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Robert E. Tolbert

Examiner: Hussein A. El Chanti

Serial No: 10/729,793

Art Unit: 2157

Filing Date: December 5, 2003

Title: METHOD AND SYSTEM FOR AUTOMATED HANDLING OF SERVICE PROBLEMS IDENTIFIED BY A WIRELESS DEVICE CUSTOMER

Mail Stop Issue Fee

Commissioner for Patents

P.O. Box 1450

Alexandria, Virginia 22313-1450

REPLY TO INTERVIEW SUMMARY DATED SEPTEMBER 22, 2009

Dear Sir:

Applicants' representative thanks the Examiner El Chanti for the courtesies extended during the telephone interview conducted on September 18, 2009. The interview was conducted with Asmita Chande (Limited Recognition Number L0558) and Examiner El Chanti. In particular, claims 1-3, 5-9, 12-15, 22 and 24-30 were discussed in view of the Examiner's Amendment mailed July 17, 2009. Moreover, applicants' representative requested the Examiner to correct a typographical error in claim 1 and antecedent basis in claim 12. Further, applicants' representative suggested the term "service problem" be changed to "problem" throughout the claims for consistency. Additionally, amendments, formal in nature, that correct typographical

errors and antecedent basis errors were suggested with respect to claims 2, 6, 8, 12, 15, 22, 24, 28, and 29. The Examiner agreed to correct the claims based on the suggestions.

No fee is believed to be due but in the event any fees are due in connection with this document, the Commissioner is authorized to charge those fees to Deposit Account No. 50-1063 [CINGP227US].

Respectfully submitted,
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/Asmita V. Chande/
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